

DEPARTMENT OF THE AIR FORCE
HEADQUARTERS 501ST COMBAT SUPPORT WING (USAFE)



MEMORANDUM FOR THE CUSTOMER

FROM: 423 CES/CEACP

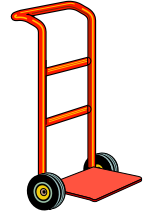
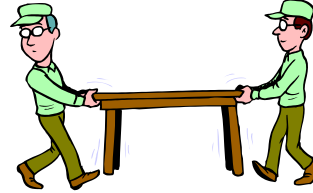
SUBJECT: Permanent/Temporary Loaner Furniture/Appliances

1. It is with great pleasure that we welcome you to The Tri-Base Community. It is our sincere hope that your stay here will be a pleasant one. The information contained in this brochure is designed to make your transition as smooth as possible. It will answer a lot of your questions. Please read this brochure carefully and save it for reference.
2. Overseas furnishings operations differ from continental United States operations in that we provide furnishing support to:
 - a. Members assigned to government controlled housing.
 - b. Members who qualify for government housing but elect to reside off base and receive housing allowances (BAH or LQA).
3. We will provide basic support items for the duration of your tour. Basic support items include electrical transformers, wardrobes and appliances. This brochure explains procedures on issue of loaner furnishings and appliances and your specific entitlements.
4. Our goal is to provide you the best possible service. If you have any questions concerning loaner furniture or appliances, please do not hesitate to contact us at extension 3505. Our operating hours are from Monday through to Thursday 0830-1600 hours and on Fridays from 0830-1400 hours.

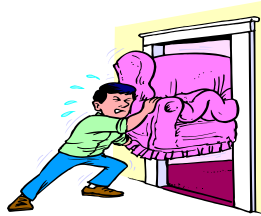
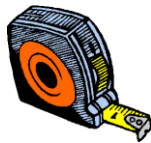
Chief, Housing Management

IMPORTANT INFORMATION

- You are eligible for one delivery and one pick-up.
- All items are subject to stock availability.
- All appliances are allocated for the duration of your tour.
- Should you have a fault or a breakdown with any of your government appliances, please contact our Customer Call Desk at 01480 843163 (for off base) or base extension 268-3163 to open a work order.

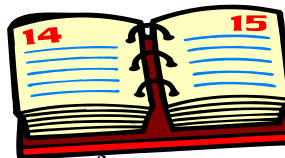


- **WE ONLY COVER A 35 MILE ROAD RADIUS OF RAF ALCONBURY FOR DELIVERY/PICKUP OF FURNITURE AND APPLIANCES. MAINTENANCE OF APPLIANCES COVERS A 35 MILE ROAD RADIUS OF RAF ALCONBURY.**
- American appliances and furniture may not fit through the doors or up the stairs of a standard sized British home. The doors are narrower and the stairs are both narrower and steeper than in a typical US home.

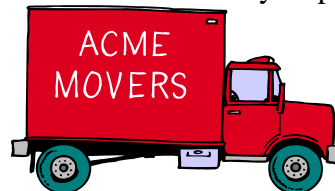


- All items not immediately available will be placed on back order. You will be contacted by a representative from the Furnishings Management Office when these items are back in stock. You will be made aware of availability when you speak to our customer service clerk.

- Loaner Furniture is for 90 days only.



- Wardrobes can be retained for the duration of your tour.
- Please ensure you are at your home at the arranged time for the delivery or pick up by the Furnishings Management Office contractors.



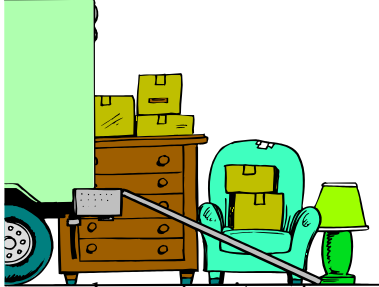
- Should you need to cancel your delivery or pick up arrangements, please contact the Furnishings Management Office at 01480-843505 or base extension 268-3505 as soon as possible to reschedule your arrangements.

You will be charged a \$50 no show fee if you are not there for your delivery or pick up.

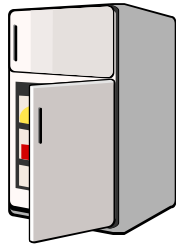
FOR MEMBERS ON ACCOMPANIED TOUR

The following documents are required before temporary furniture or appliances can be issued.

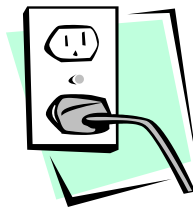
- One copy of PCS orders and amendments.
- Inbound personnel may use loaner furniture for 90 days or until household goods arrive whichever is sooner.



- Outbound personnel may use loaner furniture for up to 90 days or until port call.
- Community housing occupants also require a copy of their Housing Referral Office Rental Agreement (USAFE Form 291) obtained from the Housing Management Office or a Landlords Rental/Lease Agreement before delivery of furniture and appliances can be scheduled. Appliances are issued to personnel for as long as they reside in community housing.



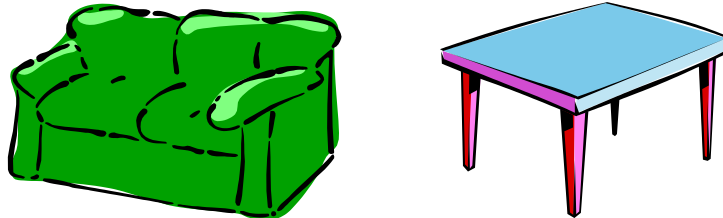
- A landlord's **"Certification for Electrical Appliance Installation"** is required and be signed by both you, the customer, and your landlord or realtor agent if you require a Washer, Dryer, Fridge, Stove or Dishwasher before you can go on the waiting list (See Attachment 2).



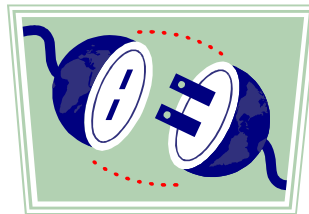
- For people moving directly into Military Family Housing we require a copy of PCS orders and any amendments there to plus a copy of "Government Housing Assignment" (USAFE Form 250).
- **Once you sign the AF Form 228, Furnishings Custody Receipt and Condition Report, you accept responsibility for the care and safe keeping of government owned furniture and appliances until they are returned to the Furnishings Management Office.**

SINGLE
UNACCOMPANIED
and
NON-COMMAND SPONSORED MEMBERS

- One copy of PCS orders and any amendments.
- Inbound members are authorized loaner furnishings for 90 days or until household goods arrive whichever is sooner.



- Outbound personnel are authorized loaner furniture for up to 90 days or until port call.
- Appliances will be issued for the duration of your tour while residing in the community.
- A copy of your orders. A copy of Housing Referral Office Rental Agreement (USAFE Form 291) obtained from the Housing Management Office or a Landlords Rental/Lease Agreement. We require one copy of AF Form 594 (Authorization to start BAH) for AB through to SSgt to ensure authorization to reside off base.
- A landlord's "Certification for Electrical Appliance Installation" letter is required to be signed by you, the customer, and your landlord (Attachment 2) before a Refrigerator, Washer, Dryer, Stove can either be delivered or the customer put on a waiting list.



- **Once you sign the AF Form 228, Furnishings Custody Receipt and Condition Report, you accept responsibility for the care and safe keeping of government owned furniture and appliances until they are returned to the Furnishings Management Office.**

- Please verify the quantity and condition of all furniture and appliances at the time of issue or pick up and annotate any damage on the delivery document. Failure to do this may result in charges for damages when you turn the items in. Please keep a copy of this document for your records.



- You will be held liable for all damages to government owned furniture while in your possession.
- We need at least 5-duty days notification to schedule delivery/pick-up of furniture and appliances.
- Members who request the use of loaner furniture/appliances are entitled to one delivery and one pick-up at government expense.
- If a delivery is made and a family member is not available to accept the delivery, a charge of \$50.00 will be made before a second delivery/pick-up can be made to the same address. The customer must call the Furnishings Management Office to cancel an appointment at the latest, the day before the delivery or pick-up was scheduled, to avoid paying for a second delivery or pick-up fee.



- Deliveries/Pick-ups are made between 0900-1600 hrs Monday through to Thursday and 0900-1500 hrs on Friday.
- Only a military member or civilian with the relevant paperwork can initiate an account. They can then authorize their spouse to sign for them.
- No delivery or pickup appointments are made by phone. The customer or spouse is required to come in to sign paperwork for confirmation of delivery or pickup appointment.
- Our pickup and delivery service is a commercial contract operation. A furnishings representative or quality assurance evaluator sometimes accompanies the commercial contractor for pickup and delivery service.

IF YOU HAVE ANY APPLIANCES OR WARDROBES YOU NO LONGER WISH TO USE PLEASE CONTACT US ON Ext. 3505 TO HAVE THESE ITEMS PICKED UP.

THERE WILL BE NO CHARGE FOR THE PICKUP. We have waiting lists for these items.

DELIVERY

FURNISHINGS

When these items are delivered you should check for any noticeable marks, scratches or tears and these should be annotated on the delivery paperwork.

HAVE YOU GOT A PET? - Keep pets off the furniture
Most common reason for charging is removal of pet hair.



SMALL CHILDREN - You may wish to cover mattresses to preclude staining.

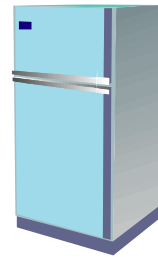
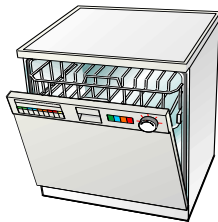


WARDROBES - Will be delivered unassembled it is your responsibility to assemble the wardrobe. The wardrobe weighs about 200lbs. To assemble you should use a flat or Philips screwdriver and an alun wrench

APPLIANCES – Leave the fridge to stand for 2 hours before you plug it in. This will allow the cooling system to settle after moving.

The first time you use the washer run a complete cycle without clothes and please use only low suds detergents in European washers. Do not clean the filter of the washer whilst the machine is running.

If you do not use dishwasher salt, your dishwasher will not clean your dishes. The granular salt can be purchased at Tesco's, Asda, Sainsbury, etc.



- **ALL APPLIANCES ARE DELIVERED BUT HAVE TO BE CONNECTED BY YOU**
ALL STOVES AND AMERICAN DRYERS MUST BE HARD WIRED
 - ***BY AN ELECTRICIAN ON A 6MM CABLE AND 30 AMP PLUG***
 - **THIS IS AT YOUR EXPENSE**

TRANSFORMERS – Please read the transformers leaflet and use the transformers as described.

I have read and understand my responsibilities. I understand I may be charged \$50 per appliance for any cleaning required. I also understand that delivery and pick ups are ANYTIME between 0900 and 1600 hours. If the truck has to return a second time because I have missed the appointment or the contractor has refused to make the pick up, I will be charged \$50.

ANY QUERIES, PROBLEMS, CHANGES, WHATEVER, *PLEASE CONTACT Office 268-3505 OR FMO Warehouse 268-3930*

PICK UP

Items are expected to meet the same standards of cleanliness and condition when picked up as when delivered. The contractor may refuse to pick up dirty appliances. The contractor will not wait if you are not at home when he arrives.

There is no guarantee that the truck will return on the same day if you miss your appointment

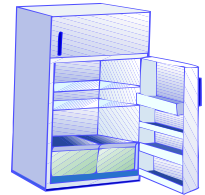
FURNITURE – Must be cleaned and dusted. Sofas and chairs must be brushed free of dirt, pet hair, debris, etc. before being picked up.



WARDROBES – Must be disassembled and laid flat (same as when you received them) All rails and screws must be placed in a bag and attached to the wardrobe.



FRIDGE/FREEZERS - Must be defrosted (the best way to this is, is to put a pan of hot water inside) Please do not scrape with sharp objects. All traces of food must be removed, and it must be thoroughly cleaned and dry including the door seals.



WASHERS AND DISHWASHERS – must be disconnected from the water and electricity. Remove and clean filters and detergent dispensers.



Do not clean the filter of the washer when the machine is running.

STOVES – Must be disconnected, cleaned thoroughly including under the lid.

DRYERS – Must be disconnected, cleaned, with particular attention to the filter.

All stoves and American dryers must be disconnected from the electricity by an electrician.
This is at your own expense.



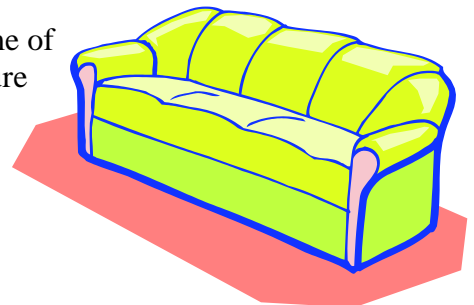
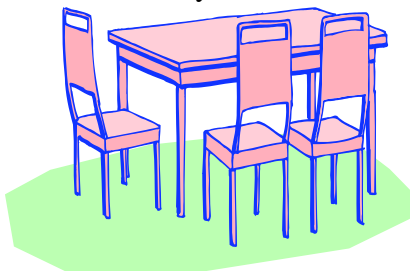
FURNISHINGS STANDARD AUTHORIZATIONS
FOR TEMPORARY 90-DAY LOANER ITEMS

<u>ITEM</u>	<u>QUANTITY</u>
END TABLE	2
NIGHT STANDS	2 or as required
COFFEE TABLE	1
DINING TABLE	1
CHEST OF DRAWERS	1 per dependent
DOUBLE BED	1
SINGLE BED	1 per dependent
DINING CHAIRS	4 to 6 or as required
SOFA	1
EASY CHAIRS	2
FLOOR LAMP	1
TABLE LAMP	2 or as required
CRIBS	1 or as required - Accompanied Personnel Only
HIGH CHAIRS	1 or as required - Accompanied Personnel Only
MICROWAVE OVEN	1 Temporary for Accompanied Personnel at present

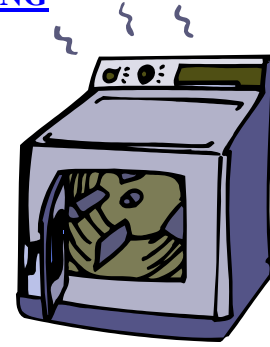
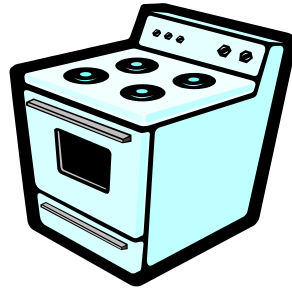
Furniture is available for up to 90 days or until your household goods arrive.

All items are subject to availability at time of delivery. If any item requested is not available at the time of delivery, you will be placed on a waiting list on a first come first serve basis.

Please check the condition of the mattress and box spring at the time of delivery and annotate any damage on the delivery document. Failure to do this, may result in charges for damages. Please keep a copy of this document for your records.



ENTITLEMENTS FOR COMMUNITY HOUSING



- * WARDROBE - Self Assembly 2 per sponsor & spouse; 1 per dependent
- * KITCHEN CABINET - Top & Bottom 1
- * REFRIGERATOR 1
- * WASHING MACHINE 1
- * DRYER 1
- * STOVE 1
- * DISHWASHER 1
- * TRANSFORMER 3 - Subject to availability 2 Unaccompanied.
- * SMOKE DETECTORS 2 – Subject to availability

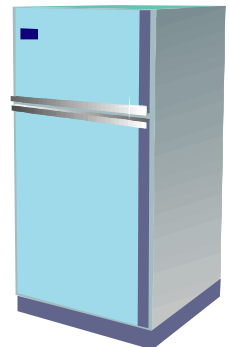
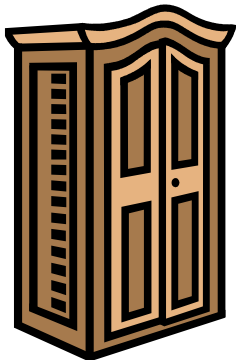
American or European size refrigerators; washing machines and dryers are authorized, depending on your requirements and the size of your home.

Appliances and wardrobes may be retained for as long as you reside in community housing if landlord does not provide a similar item or a similar item was not shipped at government expense.

All items are subject to availability at time of delivery. If any item requested is not available at the time of delivery, you will be placed on a waiting list on a first come first served basis.

Please check the condition of appliances and wardrobes at the time of delivery and annotate any damage on the delivery document. Failure to do this, may result in charges for damages. Please keep a copy of this document for your records.

For pick up, flat packed wardrobes must be dismantled with all the fittings intact.



PLEASE TAKE CARE OF FURNISHINGS AS IF THEY WERE YOUR OWN

CERTIFICATION FOR ELECTRICAL APPLIANCE INSTALLATION

AMERICAN DRYERS AND ALL STOVES MUST BE HARD WIRED INTO A SEPARATE 30 AMP MAINS CIRCUIT. UNDER NO CIRCUMSTANCES CAN AN AMERICAN DRYER OR STOVE BE PLUGGED INTO A 240 VOLT/13 AMP ELECTRICAL OUTLET.

AMERICAN OR EUROPEAN WASHERS, REFRIGERATORS AND EUROPEAN DRYERS CAN BE PLUGGED DIRECTLY INTO A 240 VOLT/13 AMP ELECTRICAL OUTLET.
ALL DRYERS MUST HAVE A VENTING OUTLET HOSE ATTACHED WHICH MUST BE VENTED THROUGH A WINDOW OR DOOR UNLESS THERE IS AN OUTLET PROVIDED ALREADY.

THESE APPLIANCES MUST NOT BE MOVED FROM THE ADDRESS SHOWN BELOW WITHOUT THE PRIOR APPROVAL OF THE FURNISHINGS OFFICE.

ADDRESS:

I certify that proper electrical connections are available for the requested appliances in accordance with all known British Electrical Standards.

I also certify that the appliances I have requested will fit into the address above.

.....
(Tenant's Signature)

.....
(Printed Name)

.....
(Date)

LANDLORD'S/AGENT'S CERTIFICATION FOR INSTALLATION

I hereby authorize the installation and operation of the following electrical appliance(s), **as indicated**, in my apartment/house which I have leased to the above mentioned tenant.

Electric Stove (30" Wide, 28" Deep, 48" High)	US.....30 AMP Power Point	<input type="checkbox"/>
Electric Stove (23.5" Wide, 24" Deep, 35" High)	European ...30 AMP Power Point	<input type="checkbox"/>
Electric Clothes Dryer(29" Wide, 26" Deep, 43" High)	US30 AMP Power Point	<input type="checkbox"/>
Electric Clothes Dryer(23.5" Wide, 23" Deep, 33" High)	European ..13 AMP Wall Socket	<input type="checkbox"/>
(Both must be vented)		
Electric Clothes Washer (27" Wide, 29" Deep, 43" High) ...	US 13 AMP Wall Socket	<input type="checkbox"/>
Electric Clothes Washer (23.5" Wide, 24" Deep, 33" High) ..	European. 13 AMP Wall Socket	<input type="checkbox"/>
Hot and Cold Water Outlets		
Waste Pipe Drain		
Refrigerator (29" Wide, 31" Deep, 67" High)	US.....13 AMP Wall Socket	<input type="checkbox"/>
Refrigerator (24" Wide, 24" Deep, 68" High)	European...13 AMP Wall Socket	<input type="checkbox"/>
Dishwasher (24" Wide, 26" Deep, 33" High)	European ...13 AMP Wall Socket	<input type="checkbox"/>

I certify that I will not hold the US Government liable for any damages caused by these appliances while they are in the possession of the above named individual. Any damaged caused to my property by installation or use of these appliances will be resolved between myself and the tenant of the above mentioned property.

Government owned furnishings/appliances will not be held against debts incurred by the tenant.

.....
(Landlord's/Agent's signature)

.....
(Date)

CUSTOMER CHECKLIST

	<u>YES</u>	<u>NO</u>
1. Have you provided a copy of your PCS Orders and all amendments?	-----	-----
2. Have you provided a copy of dependent travel orders? (Unless dependent (s) are listed on your PCS Orders)	-----	-----
3. Have you provided a copy of your “Lease” or “Housing Referral Office Rental Agreement” (USAFE FORM 291) for Community Housing? Personnel accepting Government Housing will require a copy of “ Government Housing Assignment Form “ (USAFE FORM 250)	-----	-----
4. Have you provided a copy of your “ Commander’s approval to reside off base and Housing Authorization for BAQ AND OHA “. This applies to all single unaccompanied E-1 through E-5.	-----	-----
5. Have you started your “ Certification for Electrical Appliance (s) Installation? Letter?” This letter must be completed and returned to Furnishings Management Office before delivery of a Washer, Dryer Stove and/or Dishwasher. (Attachment 2).	-----	-----
6. Have you informed Furnishings Management Office of a delivery date? DELIVERY DATE _____	-----	-----
7. Have you informed Furnishings Management Office of a pick-up date if known? Outbound Personnel/Inbound Personnel. PICK-UP DATE _____	-----	-----

*****NOTE*****

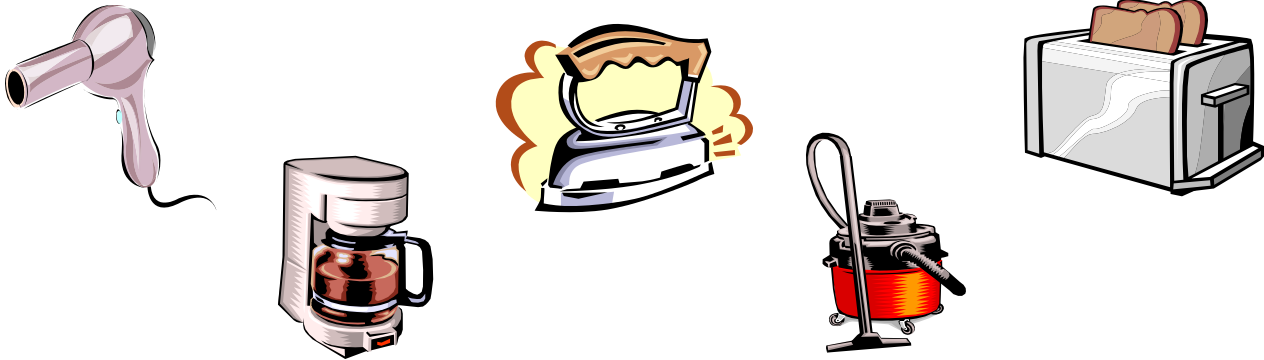
If you cannot answer yes to the above questions that apply to you, then your temporary loaner furniture/appliance(s) request is incomplete and furniture/appliances may not be issued or delivered until all documentation is received by the Furnishings Management Office.

In order to better serve your requirements, the Furnishings Management Office needs to be notified: 5 duty days prior to pick-up of delivery of furniture/appliance(s).

INFORMATION ONLY

USE OF TRANSFORMERS

Since the electricity in this area is 220 Volts - 50 Cycle, most American appliances will require the use of a transformer. We suggest replacing your 110-volt appliances with 220-volt models. American appliances run on 60 cycles and eventually the motors burn out after use on the British 50 cycle system. In order to save on your utility bill and electricity, if a transformer is not in use, unplug it or turn it off at the mains. You will find it more economical to use 220 volt appliances. You won't have to carry a transformer around the house. We suggest you check the local base thrift shop for second hand appliances whilst stationed here. Remember that vacuum cleaners and appliances that are used to heat or use a heating element use a lot of electricity. Please check ID plate located on appliance for the wattage. We recommend using one appliance at a time as two appliances will overload the transformer.



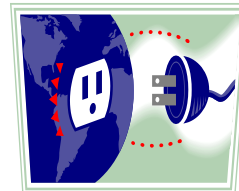
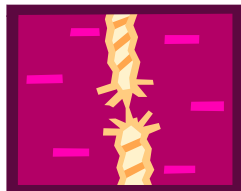
- Remember that your transformer has a three pin plug; it will not provide a ground for your appliance unless the plug from your appliance is three pinned.



- Keep transformers away from damp or wet surfaces or grounded objects such as sinks, water pipes, radiators and the like.



- Be sure transformers and cords are free of cracks and wires are not frayed. Make sure that plugs and receptacles are not loose or broken. If you notice any defects, bring the transformer to Furnishings Management for a replacement. Bldg. 562.

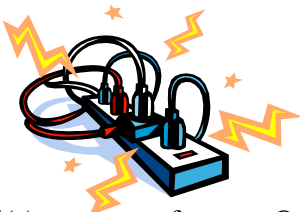


- Keep children away from transformers and warn all family members of dangers involved.

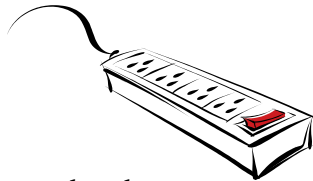


When you need to use a transformer, remember!

- Don't use an appliance, which requires more wattage than the rating of your transformer.
- **Do not overload the transformer.** Check ID plate located on the appliance for wattage.



- **Do not** use an extension cord(s) on a transformer. Only use the outlets provided on the transformer.



- Keep transformers on a fire retardant base e.g. a ceramic tile, as they get hot when they are on.
- When attaching more than one appliance, be careful not to exceed the rating with the combination.
- Do not handle or pick up transformers while they are plugged in.
- Unplug transformers and all appliances before cleaning them.

A limited number of Transformers are available on "First Come, First Served Basis".

Items available through Family Services:

- a. Small kitchen appliances.
- b. Kitchen utensils
- c. Dishware, silverware, cookware.
- d. Bedding.

PLEASE NOTE:

If, after reading the information booklet, you should have some questions or problems regarding the Furnishings Management Operation, please do not hesitate to contact the Furnishings Management Office Ext.268- 3505 the Furnishings Warehouse staff extension 268-3930.

FURNITURE FIRST AID

ALCOHOL SPILLS, including cocktails, wine, medicine, perfume and lotions.

What to do: Immediately blot or soak up the spill with a dry, cotton cloth. **DO NOT WIPE** because wiping will only spread the damage to more of the finish film. Treat the affected area with linseed oil mixed with either rotten stone or pumice. Always rub gently in the direction of the grain. Finish by applying a furniture wax and buffing.

CANDLE WAX DRIPS OR CHEWING GUM

What to do: Harden the substance by applying an ice cube wrapped in plastic. Scrape away the cooled wax with a smooth, straight-edge plastic spatula or credit card. Do not press or push down into the furniture. Instead, scrape along the wood's surface in the direction of the grain.

WHITE RINGS AND WATER MARKS

White rings or marks left by hot or cold containers are the result of moisture that has penetrated the finish film. The white or cloudy appearance means that moisture is trapped or suspended in the film.

What to do: To repair water marks, the moisture must be released by carefully sanding the finish film back below the damaged area. The key to this repair work is to stop short of cutting completely through the finish film and exposing the wood underneath. Using any one of the following materials, apply the material onto a dampened cotton cloth, not directly onto the finish film. Rub the affected area gently in the direction of the grain. Then dry and apply furniture wax to another clean cloth and buff.

WAX CRAYONS

Use a furniture polish with a mineral spirits base. A little mild dishwashing liquid also sometimes works on crayons.

FURNISHINGS MANAGEMENT CRITIQUE

We at the Furnishings Management Office endeavor to provide both high quality and timely service on loaner furniture and appliances. This critique/suggestion sheet is our report card from you as the customer. We would ask that you take a few minutes to complete the questionnaire in order that we may continue to provide a high quality service.

Rating Guide (Please circle one)

1=Poor 2=Needs Improvement 3=Satisfactory 4=Good 5=Outstanding 6=Superior

1. Were the customer service assistants helpful and timely and were you properly briefed on the Furnishings Management policies?

1. 2. 3. 4. 5. 6.

2. Did the Furnishings Management brochure (only for personnel PCSing in) give a good explanation of the Furnishings Management Program?

1. 2. 3. 4. 5. 6.

3. Did the personnel carrying out the delivery/pick-up act in a professional/courteous manner?

1. 2. 3. 4. 5. 6.

4. Were the appliances and furniture clean and of acceptable standard?

1. 2. 3. 4. 5. 6.

5. What was your overall rating of the Furnishings Management Office operation?

1. 2. 3. 4. 5. 6.

6. Please write any comments or suggestions you might have to improve our service to you.

Optional

NAME

ADDRESS

DATE

When the above critique/suggestion sheet has been completed, either drop it off at our office or send it through distribution to 423ABS/CEHFM. Your prompt response is appreciated.